

-----Original Message-----

From: Vanessa Heiland [SMTP:vheilan@qwest.com]
Sent: Friday, July 19, 2002 9:08 AM
To: Roney, Cynthia M.
Cc: 'csiewer@qwest.com'; 'jlnovak@qwest.com'; Hansen, Kristen L.; Larson, Laurie A.
Subject: Re: FW: LSR Jeopardy PON: UNEPCOKLH190029 VER: 2

Cindy,

All C orders go through assignments. Unfortunately there are facilities issues in Colorado so the system can and will try to redistribute facilities with every C order. I have spoken with the held order group and notified them that this is a billing conversion project and that facilities need to be re-used for all our orders. This one got missed.

The individual who let this order go held has received a voice mail from me this morning. I do not expect to hear from her for at least 2 hours because of the time difference. However I am confident that we will be able to get this resolved today and get this enduser converted at the earliest possible date.

The jeopardy notice is automatically generated by the system.

Venessa

"Roney, Cynthia M." <cmroney@eschelon.com> on 07/19/2002 08:44:17 AM

To: "vheilan@qwest.com" <vheilan@qwest.com>
cc: "csiewer@qwest.com" <csiewer@qwest.com>, "jlnovak@qwest.com" <jlnovak@qwest.com>, "Hansen, Kristen L." <klhansen@eschelon.com>, "Larson, Laurie A." <lalarson@eschelon.com>

Subject: FW: LSR Jeopardy PON: UNEPCOKLH190029 VER: 2

Venessa;

Is the order below held?? I thought Qwest wasn't going to send orders through assignments?? Or, is this already CP'd?

Please advise,

Cynthia M. Roney
UNE-P Supervisor
Eschelon Telecom
cmroney@eschelon.com
[TELEPHONE NUMBER REDACTED]

-----Original Message-----

From: Vanessa Heiland [SMTP:vheilan@qwest.com]
Sent: Tuesday, July 16, 2002 4:45 PM
To: Roney, Cynthia M.
Cc: Jean Novak; 'csiewer@qwest.com'; Larson, Laurie A.; Hennessey, Patrick J.
Subject: Re: FW: FW: [CUSTOMER NAME REDACTED] Hunting issue

Cindy,

C92335118 shows complete as of 11:48a Western time. I have verified the programming.

Venessa

"Roney, Cynthia M." <cmroney@eschelon.com> on 07/16/2002 03:38:19 PM

To: "'vheilan@qwest.com'" <vheilan@qwest.com>
cc: "'jlnovak@qwest.com'" <jlnovak@qwest.com>, "'csiewer@qwest.com'" <csiewer@qwest.com>, "Larson, Laurie A." <lalarson@eschelon.com>, "Hennessey, Patrick J." <pjhennessey@eschelon.com>

Subject: FW: FW: [CUSTOMER NAME REDACTED] Hunting issue

Venessa;

Did we miss a status on the hunting issue below with [CUSTOMER NAME REDACTED]. We don't remember seeing a clearance on the trouble. Could you give us an update please??

Thank you,

Cynthia M. Roney
UNE-P Supervisor
Eschelon Telecom
cmroney@eschelon.com
[TELEPHONE NUMBER REDACTED]

> -----Original Message-----

> From: Hennessey, Patrick J.
> Sent: Tuesday, July 16, 2002 2:57 PM
> To: Roney, Cynthia M.
> Subject: FW: FW: [CUSTOMER NAME REDACTED] Hunting issue

>

> Cindy,

> Can you get a status on this, they need to have this working ASAP!

> Pat

>

> -----Original Message-----

> From: Vanessa Heiland [SMTP:vheilan@qwest.com]

> Sent: Tuesday, July 16, 2002 1:17 PM

> To: Roney, Cynthia M.

> Cc: 'csiewer@qwest.com'; 'jlnovak@qwest.com'; Larson, Laurie A.;

> Hennessey, Patrick J.

> Subject: Re: FW: [CUSTOMER NAME REDACTED] issue

>

> Cindy,

>

> There was a typo on the prefix of the hunt group on the conversion order.

> Chris will give feedback to the typist so this doesn't happen and I have

> typed C92335118 dd 7-16 to correct the hunt.

>

> Venessa

>

> "Roney, Cynthia M." <cmroney@eschelon.com> on 07/16/2002 12:44:49 PM

>

> To: "'vheilan@qwest.com'" <vheilan@qwest.com>

> cc: "'csiewer@qwest.com'" <csiewer@qwest.com>, "'jlnovak@qwest.com'"

> <jlnovak@qwest.com>, "Larson, Laurie A." <lalarson@eschelon.com>,

> "Hennessey, Patrick J." <pjhennessey@eschelon.com>

>

> Subject: FW: [CUSTOMER NAME REDACTED] Hunting issue

> Venessa;

>

> Per Pat's e-mail below.

>

> Thank you,

>

> Cynthia M. Roney

> UNE-P Supervisor

> Eschelon Telecom

> cmroney@eschelon.com

> [TELEPHONE NUMBER REDACTED]

>

> > -----Original Message-----

> > From: Hennessey, Patrick J.

> > Sent: Tuesday, July 16, 2002 12:43 PM

> > To: Roney, Cynthia M.

> > Subject: [CUSTOMER NAME REDACTED] Hunting issue

> >

> > Cindy,

> > This customer is having hunting issues on their lines. The main phone

> > number is [CUSTOMER NUMBER REDACTED]. The Hunting string and
USOCs are on the order.

> The LSR and PON are as follows. LSR: 4800870 PON:
UNEPOR1ROL196942

> > Please, send this to Vanessa for escalation

> >

> > Patrick Hennessey

> > Migration Account Specialist

> > UNE-P Migration Department

> > Eschelon Telecom

> > [TELEPHONE NUMBER REDACTED]